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#### GUARANTEED VALUE

- ☑ Delighted Guests, Customers
- ☑ Happy, Productive Teams
- ☑ Smooth Running Operations
- ☑ Cost Savings, Profitability

#### SKILLS

##### Management:

- Operations Management
- General Management
- Project Management
- Strategic Planning
- Process, System Management
- Training & Coaching
- Continuous Improvement
- Recruitment, Staffing & Payroll
- Risk Management
- Compliance, Health & Safety
- Vendor, Supplier & SLA Management

##### Specialist Areas of Knowledge:

- Hospitality Management
- Restaurants, Catering, Bars
- Front & Back of House Operations
- Casinos & Gaming
- Cash Management
- Guest Services, VIP Services
- Food & Beverage (F&B)
- Housekeeping, Garden Services
- Facilities Management, Maintenance
- Property Aesthetics, Security
- Entertainment, Events, Tournaments
- Systems – POS, Bookings

##### Special Projects:

- IT / System Implementations
- Cost Reductions
- Efficiency Improvement
- Productivity Improvement
- New Property Opening
- Performance Turnaround
- Maintenance, Renovations

# SADRIAN NAIDOO

## Hospitality Management

▪ Hospitality, Hotels, Casinos ▪ Guest Relations ▪ Food & Beverage ▪ Facilities

**EXPERIENCED**, tech savvy and 'people and customers first' Director – solving problems, structuring systems and processes, ensuring delighted guests, smooth running operations, and astute control of finances.

- 20+ Years' experience in Hospitality, Facilities and Entrepreneurship
- Reputation for reducing costs, raising productivity & increasing occupancy
- Board Member for a non-profit organization
- Education & training: Sun International, Stellenbosch University and UCT

#### CAREER HISTORY

##### Duty Manager

Accor – The Living Adventure | Doha, Qatar | Oct 2022 – December 2022

**Recruited** as a Duty Manager to support the setup of 3 Properties in readiness for the World Cup 2022 in Qatar. Focussed constantly on increasing productivity, improving guest satisfaction, and reducing costs. Staff wellness a focus area to support increased productivity as a result of job satisfaction.

- **Specialist Knowledge in Play:** Operations Management / Customer Service / Financial Management / Analysis / Regulatory Compliance / Staff Mentoring / SOP Management / Administration / Reporting / Statistical Analysis

##### Key Contributions & Projects:

**Productivity & Guest Satisfaction:** Prioritised guest satisfaction and increased productivity by promoting automation of processes, staff coaching / mentoring and encouraging a culture of accountability

**Operational KPA Improvements:** Guest feedback average ratings to be more than 95 % / Guest queries and complaints addressed within 24 hours / Room Allocation 24 hours prior to guest checking in / Property maintenance as per ticketing system / H&S and Environmental Responsibilities / Hygiene & Cleanliness / SOP Development / Communication / Lost & found / Decommissioning

##### Restaurant, Guesthouse & Hotel Operations Consultant, Facilitator

Independent Consultant | Johannesburg | Aug 2019 - present

**CONSULTED** to restaurant, guesthouse and hotel owners and management. Key goals included improving customer service, modernising systems, reducing costs, and overall raising the value teams, assets and facilities.

Clients included: Cocoons Cove Guesthouse, Restaurant & Bar (Johannesburg); the Nikkita Motel and Portuguese Restaurant (Hartebeespoort) and The department of Arts and Culture (Kwazulu Natal).

- **Specialist Knowledge in Play:** Operations Management, Improvement / Standard Operating Procedures / Systems – Financial, Payroll / Financial Management / Health & Safety / Food & Beverage / Menu Engineering, Cost Analysis / Event Planning / Stock Control / Labour Law and Staffing / Housekeeping / Security

##### Key Contributions & Projects:

**Efficiency & Service Excellence:** performed analysis and planning exercises related to facilities, workflow, strategy, methods, systems, processes – identified and corrected inefficiencies, created a platform for service excellence.

**Reducing Costs, Improving Staffing Structures:** introduced a new staffing model which minimized staffing expenses during quiet periods, while ensuring adequate staffing during busy periods.

**Food Cost Reduction, Stock Optimization, Strict Stock Control** - overhauled menus, implemented food cost awareness, coached F&B teams and optimized stock-holdings and implemented strict stock control procedures.

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## ENDORSEMENTS

“performance is exceptional, consistent work quality”

• “...outstanding performance, continuous dedication and valuable contribution....”

- **Mustafa Ghulam, Site Operations Manager, Accor – The Living Adventure**

“excellence and amazing service”

“Sadrian always strives towards excellence and amazing service delivery.”

- **Jagdish Patel, Front Office Manager, Accor – The Living Adventure**

“customers love him”

• “Sadrian has a passion for customers... he has been instrumental in taking the lead, recruiting, training staff and setting up operations in the absence of a Head of Operations [at Sun Times Square] ... [he is] a great communicator... customers love him and his service standards...”

“very high standards... over delivers”

• “He is very methodical and tech savvy... he over delivers on his portfolio targets... he has a flair for policies and processes... he always sets very high standards for himself... he always delivers more than what is required.”

- **Ruben Nadesan, Financial Manager, Sun Times Square, Sun International**

## Duty Manager

Sun International – Sun Times Square | Pretoria | Feb 2017 – July 2019

**APPOINTED** at a critical time ahead of the opening in 2017. Due to past experience as Head of Operations, carried senior responsibility for setting up operations – staffing, processes, technology and facilities.

• **Specialist Knowledge in Play:** General Management, Operations Management, Scheduling / Operations Performance Reporting, Analysis / Staff Recruitment & Appointment / Team Training / Database & Record Management / Compliance and Legislative Reporting / Property, Facilities Maintenance, Security / Health & Safety

**Key Contributions & Projects: Successful Opening, Problem Solver, Negotiator:** provided the leadership and experience which contributed significantly to the successful opening of the property in 2017. Acted as problem solver, as a negotiator between departments, as a calm head under pressure, bringing all functions together to deliver memorable guest experiences.

## Franchise Owner | Restaurant Manager

Barcelos Flame Grilled Chicken | Bloemfontein | July 2014 – Mar 2015

**TOOK ON THE CHALLENGE** opening a business at the earliest stage of the new franchise. Set up operations (an 82-seat restaurant), implemented and contributed to the development of franchisor standards and processes

• **Specialist Knowledge in Play:** Operations Management, SOPs / Set-Up of Restaurant Facilities, Equipment, Branding / Staffing / Marketing / Suppliers & Procurement / Financial Management / Health & Safety / Quality Control

**Key Contributions & Projects:**

**Restaurant Opening, Process Improvement:** successfully managed the opening and achieved 27% growth month-on-month. Introduced cost savings which reduced food costs by up to 6% and reduced waste.

## Early Career:

Head of Operations | Sun Windmill | 2007 – 2014

Duty Manager | Sun Grand West / Sun Board Walk | 2001 - 2006

Duty Manager | Peermont - Emperor's Palace Hotel & Casino | 1998 – 2001

Slots Keyman, Tables Cashier | Amatola Sun | 1995 - 1998

## EDUCATION

### Postgraduate Certificate in Compliance Management

University of Cape Town | 2020

### Higher Certificate in Coaching for Performance

Stellenbosch University | 2018

## Selected Sun International Courses:

Higher Certificate in Cost Leadership | 2013

Certificate in Industrial & Labour Relations | 2012

Certificate in Situational Leadership | 2011

Certificate in Financial Acumen | 2011

Programme in Gaming Management & Administration | 2009

Higher Certificate in Business Leadership (via UCT) | 2007

**Matric** - East London Secondary School | 1993